

September 29, 2026
Toyoko Inn Co., Ltd.

Notice Regarding Suspicious Messages

We have confirmed that suspicious messages impersonating our hotels have been sent to some guests who made reservations through online accommodation booking sites.

We have learned that unauthorized access occurred in “TEMAIRAZU,” the reservation management system we use to manage bookings made through online accommodation booking sites. As a result, some guest information may have been viewed or obtained by a third party.

Reservations made through the official Toyoko INN website are not affected by this incident.

At present, we have confirmed that suspicious messages have been sent in connection with some reservations that meet all of the following conditions:

- The reservation was made through an online accommodation booking site.
- The reservation was confirmed on or before September 21, 2026.
- The reservation is for a stay on or after September 21, 2026.

These messages may be sent through messaging apps such as WhatsApp and may contain links to malicious phishing websites. We do not contact guests through WhatsApp or other messaging apps to confirm reservations or ask for credit card information.

If you receive a suspicious message, please:

- Do not open any URL or link in the message.
- Do not enter your credit card details or personal information.
- Do not reply to the message.
- Do not make any payment or transfer any money.

If you have entered your credit card details on a suspicious website, please contact your credit card issuer promptly.

We sincerely apologize for the concern and inconvenience this has caused our guests.

For inquiries regarding this matter, please contact the hotel where you made your reservation or the following help desk:

Temairazu, Inc.

<https://www.temairazu.co.jp/pdf/1207/news-update>

Emergency Help Desk

Email: helpdesk@temairazu.com